



1. PROTECTIVE SERVICE

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (1 original, 1photocopy)		Barangay, NBI, Police		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Wait	After being informed of the need to conduct rescue operation, Social Worker shall immediately coordinate with Police Officials and/or Barangay Officials who has jurisdiction over the case, to validate/verify such allegation of abuse and plans the rescue operation.	None	1hour	Social Worker
Give accurate information	Conducts rescue with Barangay and Police Operatives	None	2 hours	Social Worker
Intake Interview & counselling / stress debriefing	Assess & conduct intake interview / counselling / stress debriefing with complete PPE (Mask & Alcohol) w/ Social distancing (at least 1 meter apart)	None	30 minutes	Social Worker
Submit self for medical examination / rapid test, if needed	Assists client for medical examination, if needed Assists client in securing Brgy. and Police blotter, medico legal Prepares initial Report on Findings (ROF) / Case Summary	None	2 hours	Social Worker
Pursues legal case against perpetrator	Assists client in the step by step process (Online filing of case from the Police level to the Office of the City Prosecutor up to Court level)	None	8 hours	Social Worker



	Secures necessary documentary requirements	None	3 days	Social Worker
Attends Center's planned activities	<u>PROTECTIVE CUSTODY</u> Refers client to Institution for temporary shelter	None	2 hours	Social Worker
	Conducts home visit and assess family capability assessment (FCA) if necessary Prepares Social Case Study Report; Supervisory Progress Report; Referral letter	None	7 days	Social Worker
		TOTAL:	12 days, 30 minutes	

2. REFERRAL

Office or Division:	Special Project Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2G - Government to Citizen			
Who May Avail of the Service:	Women, Elderly, Person with Disability (PWD) other Non-Profit Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> If applicable, Letter Request, Medical Certificate, Barangay Certificate <input type="checkbox"/> For Solicitation Permit: <ul style="list-style-type: none"> • Letter of Request • Security and Exchange Commission (SEC) Registration Department Registration Department of Social Welfare and Development Division (DSWD) Solicitation Permit Application Form • Recommendation from concerned agencies pertinent to the nature of fund raising. <ol style="list-style-type: none"> 1. Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation 2. List of the Beneficiaries 3. Authorization from the President of the Organization to solicit with the solicitor's picture and signature <input type="checkbox"/> For those applying for a Solicitation Permit with previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit.		Hospital, Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development Division and Agency and other concern agency.		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible



Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 Hours, 30minutes	

3. EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Children with Disabilities, Enrolled in public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Enrollment, School ID and PWD ID		School and Person with Disability Affairs Office (PDAO)		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Parent or Guardian of the client submit requirements for possible provision of assistance	Online submission of requirements	None	None	Social Worker
Conduct Validation with the school authorities	Online validation with school authorities	None	1 day	Social Worker
Wait	Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	Upon approval of the project proposal, purchase broadband	None	1 day	Social Worker
Receives and signs the extended assistance	Extend Broadband to beneficiaries for internet connection	None	7 days	Social Worker
		TOTAL:	39 days	

4. CAPABILITY BUILDING SESSIONS

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		All interested party		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1photocopy)		Client		



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 hours, 30 minutes	

5. SENIOR CITIZEN VOLUNTEER PROGRAM

Metro Manila is under General Community Quarantine (GCQ) which was recommended by Inter Agency Task Force (IATF) on May 28, 2020. Senior Citizens are the most vulnerable & susceptible sector to be afflicted by Corona Virus Disease 2019 (COVID-19) considering their health condition due to old age. They are not recommended to go outside unless they will purchase food and/or medicines, thus, performing their task is temporarily suspended until such time that the government lifted the community quarantine. Likewise, the hiring of Senior Citizen Volunteer is on hold for the meantime.

6. SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Solo parent due to: Death of Spouse, Separation/Annulment, Abandonment, Unwed, Partner is physically or mentally ill (for 1 year with Medical Certificate) and Partner is convicted of a crime (for at least 1 year in prison)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate, Photocopy of Birth Certificate of minor children, 1x1 ID Picture, Any of the following applicable: Photocopy of Death Certificate of spouse widow/widower Copy of Filed petition for Annulment/Legal Separation Affidavit of Circumstances of being a Solo Parent		Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court.		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*New Applicant Fills-up Application Form (download @dropbox.com) Requests and submits requirements thru online	Provides instruction on how to properly fill-up the form thru online Assess submitted documentary requirements Provides information on Solo Parent Act RA 8972	None	30 minutes	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff
Undergoes interview	Conducts interview with complete PPE with Social distancing (at least 1 meter apart) Conducts home visit if necessary with complete PPE	None	1 day	Social Welfare Officer or Special Project Division Staff
Accepts ID with complete PPE	Accepts ID with complete PPE	None	30 days	Social Welfare Officer or Special Project Division Staff
<p>*Old Applicant (Renewal)</p> <p>Fills-up Application Form (download @dropbox.com)</p> <p>Requests and submits requirements thru online</p> <p>Request for the renewal of Solo ID</p>	<p>Provides instruction on how to properly fill-up the form thru online</p> <p>Assess submitted documentary requirements</p> <p>Provides information on Solo Parent Act RA 8972</p>	None	30 days	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff	
Undergoes interview	Interviews applicants with complete PPE with Social distancing (at least 1 meter apart) Conducts assessment Conducts coordination with Barangay thru online, if needed	None	1 day	Social Welfare Officer or Special Project Division Staff	
Accepts ID with complete PPE	Prepares and facilitates issuance of Solo Parent ID	None	5 minutes	Social Welfare Officer or Special Project Division Staff	
		TOTAL:	32 days, 35 minutes		